

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: DIR

Vendor website: www.dir.texas.gov

Service Area: Voice

Category: CCTS

Automatic Call Distribution (ACD) Pilot Line

ACD Pilot Line Service provides a main number used to distribute calls to an ACD agent.

* This is a DIR billed service.

SERVICE DELIVERY SLA

Quote Request:

5 Business Days

Installation Interval:

5 Business Days

Disconnect Interval:

5 Business Days

Service Term:

None

PERFORMANCE SLA

Mean Time to Repair (MTTR)

4 Hours

CUSTOMER RESPONSIBILITY

1) Customer must have connectivity to the Capitol Complex Telephone System.

2) Customer must purchase telephone from DIR.

DIR CCTS Pricing - ACD Pilot Line Service

The Communication Technology Division of the Department of Information Resources (DIR) provides a wide range of telephone services to State Agencies and others on the Capitol Complex through the Capitol Complex Telephone System (CCTS).

Monthly Service (Recurring)	Monthly Service Charge
Voice Mail Box	\$3.00
ACD Agent	\$13.00
ACD Pilot Line	\$14.75
Transfer Voice Mail Box	\$1.00
One-Time Service	One-Time Service Charge
Moves, adds, changes (business hours)	\$40.00 hr./1 hr. minimum
Moves, adds, changes (after hours)	\$60.00 hr./1 hr. minimum
Software Changes only	\$1.67 ea.
Voice Mailbox Installation	\$35.00
ACD Pilot Installation (programming & initial set-up)	4 hrs. minimum labor \$160.00

Service Availability

This service is available for current CCTS customers and all locations on the Capitol Complex. To verify availability for your location, call:
1-855-ASK-DIR1